

Intern Profile:

Support Engineer (Platform)

Anything we missed?

### It’s your chance to:

### • Demonstrate strong interpersonal and communication skills, while working with diverse audiences including highly technical IT professionals, developers, architects, and executive management.

### • Exhibit leadership through personal responsibility, accountability and teamwork.

### • Act as a technical focal point in cooperative relationships with other companies.

### • Manage crisis situations that may involve technically challenging issues and diverse audiences.

### • Be responsive to customer needs which may sometimes require outside of normal business hours or on-call rotation.

### • Maintain strong working knowledge of released products, take ownership for product improvement, and participate in pre-release activities and BETA programs.

Support Engineer at Microsoft

### The Support Engineer is a trusted advisor to IT Professionals - you will have influence over a broad range of solutions that create business value for our customers.

### Your technical and relationship skills are critical to the success of the customer’s perception of value of the Microsoft solution. You will have a chance to solve technically complex problems for the some of the world’s largest companies, as well as smaller companies on the leading edge of their industry.

As a Support Engineer you will represent Microsoft in customer communication via phone, email, chat or on site to assist customers in resolving technical issues involving Microsoft products and services. You will have the opportunity to foster positive customer relationships and build customer loyalty in Microsoft, while effectively managing challenging situations.

Skills & qualifications

We look for unique skills and qualifications including:

* Currently pursuing a University Bachelor degree in IT, Engineering or Computer Science, Graduating in February 2016
* Be available to begin an 8-week internship in the period of January to February 2016
* Knowledge of Microsoft® Windows Products including Windows Server 2008, 2008 R2, and 2012, Vista, Win7, Win 8 & 8.1.
* Knowledge of Virtualization, Administration, Setup and Deployment, Printing, Clustering, Terminal Server.
* Experience in a Customer Service or Technical Support environment is an advantage
* MCSD, MCSE, MCSA or other Microsoft certification(s) in some of the technologies mentioned above are desired.
* Strong written and verbal knowledge of English